Process for CRT Requests

1. Select "Supplemental Requests" from the left hand menu
2. Click the "add" button under "CRT Request"
3. Upload the CRT Adjustment Request form, the CRT Checklist, and any other pertinent documentation for the case as specified in the CRT Checklist
4. Add comments in the provided text box and click "save"
5. Complete the request by selecting "Submit CRT Request" form the drop down menu and click "complete"
6. The Participant Support Specialist (PSS) reviews the request and either submits the request to the Program Manager or rolls the request back for more information/documentation. ***If the request is rolled back to the Case Manager (CM), the CM will upload the missing information and resubmit the request to the PSS***
7. Once the request is complete, the Program Manager schedules the review date which will be entered on the request screen to inform the CM of the date of the review
8. The request goes before the team and is either approved, partially approved, or denied.
9. Once the case is approved, partially approved, or denied, the PSS and the CM will receive a task to acknowledge the decision. Once acknowledged, the process is complete and the decsion form will be uploaded into the document library